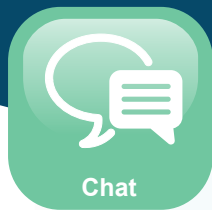
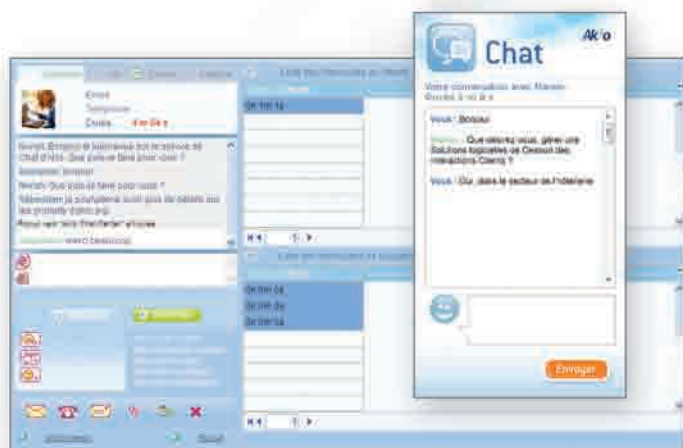


Akio Chat Center

An Akio™ Interaction Center Module



Leverage
live chat



In your line of business, do you need to be highly responsive? Do you want to get even closer to your customers and give them the information they need at the right time? Akio Chat Center provides a close relationship with customers. Your agents can use all the features of the Akio™ Interaction Center platform to better serve customers. Your customer service department can now connect directly to its users through your website.

Responsive or proactive,
Akio Chat Center will
revolutionize your
customer relations!

Integrated with all contact channels in the multichannel Akio™ Interaction Center platform, Chat Center is the ideal tool to customize your customer relations and provide your contacts with excellent quality of service.

Akio™ Interaction Center

Web SelfService • Mail Center • Chat Center • Web CallBack • Web Phone
Fax Center • Doc Center • SMS Center • Online Survey • Direct Email

GLOBAL INTERACTION
MANAGEMENT SOFTWARE

Start a conversation •

In responsive mode, the visitor requests a chat session using a button on one or several pages of your website. This button is context-sensitive and may be present or not based on your availability and/or the visitor's interests.

In proactive mode, a chat session option is given to the visitor based on information that you collect, in real-time, about his online browsing habits.

Routing • Provide a web form

Before opening a chat session, you can ask the visitor to fill out a form that specifies his needs and/or provides his contact information.

Response support • Optimize chat session processing quality and time.

Multiple chat sessions are possible with Akio's Chat Center. A single agent can handle several sessions simultaneously. The agent has access to the multichannel template database, an auto completion function and a function to attach web pages to a reply (as a pop-up or pop-in).

Contact Manager • Know your customers better

Is your business multichannel? Centralize all available information about your customer and view a communications history for each channel.

Quality of service • Send your customer a transcript of the chat session

When your chat session ends, you can send an email transcript to the customer

Monitoring and management • Monitor activity in real-time

Real-time monitoring of your agents' activity and productivity. Easy access to your progress reports (more than 200 standard reports that can be exported using MS Excel).

Akio Chat Center does not need to be installed on the user's computer.



Be responsive and immediately reap the rewards!

Many companies use Akio
Chat Center, including

EDF, Orange, GDF-Suez,
Viapresse, Ministère de
l'Éducation...

Increase the first-time fix rate, thus decreasing interactions on other channels (especially email and phone)

Increase online sales 30% and decrease unpurchased items left in shopping carts by 30%.

Reduce the cost of processing inbound communications; increase your agents' productivity and customer satisfaction.

Know your customers better and manage your activity with precision by activating statistics, real-time reporting and tracking!

Use our teams of specially trained consultants to optimize your projects.

Your choice

Access to visitor web tracking

Privately read replies

Multichannel relay
(to a callback, email, etc.)

New chat session notifier



"Chat installation was a huge success. Not only did we increase the conversion rate of visits into purchases, we also decreased the number of after sales complaint emails because users are more well informed before the sale. It is a quality service that we offer our visitors for free."

Sophie Darreau,
Customer Service Manager, VIAPRESSE



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